

SPRING TRAINING SCHEDULE

January | February | March | April | May 2016

SCHEDULE AT A GLANCE



January 2016

1/5	0880-02	There is an "I" in Team
1/6	0539-07	High Impact Interviewing
1/12	0993-01	William Jessup Lunch & Learn
1/12	Online	LCW Performance Management
1/13	0992-01	LCW Performance Management
1/20	0867-05	Goal Setting For Results
1/21	0918-02	Putting Time to Work for You 1
1/21	0919-02	Putting Time to Work for You 2
1/21	0800-04	Coaching Yourself and Others
1/21	0510-20	Microsoft Excel 2010 - Level 2
1/22	0075	New Employee Orientation
1/27	0993-02	William Jessup Lunch & Learn
1/28	0580-04	Microsoft Outlook 2010 - Level 2

February 2016

2/3	Online	LCW Public Sector Law Update
2/9	1014-01	Public Speaking 101
2/10	1015-01	Critical Thinking Skills1
2/10	1016-01	Critical Thinking Skills 2
2/10	0642-04	Project Planning Basics
2/18	0571-05	Microsoft PowerPoint - Level 1
2/19	0075	New Employee Orientation
2/23	0880-03	There is an "I" in Team
2/24	Online	LCW Legal Issues Regarding Hiring
2/24	0593-11	SLT-Understanding Role of Supervisor
2/25	0590-13	Microsoft Excel 2010 - PivotTables

March 2016

3/2	0594-11	SLT-Effective Delegation
3/3	0648-04	Conflict Management
3/9	0595-11	SLT-Performance Management
3/9	0169-35	Adult CPR & First Aid
3/10	0975-02	Microsoft PowerPoint - Level 2
3/15	0631-03	Communication Effectiveness 1
3/15	0632-03	Communication Effectiveness 2
3/15	1022-01	Understanding Emotional Intelligence
3/16	0596-11	SLT-Writing Performance Reviews
3/18	0075	New Employee Orientation
3/23	Online	LCW Public Service
3/24	0075	New Employee Orientation
3/24	0509-14	Microsoft Excel 2010 - Level 1
3/30	0597-11	SLT-Performance Tool Kit
3/31	1028-01	Editing Business Documents

I'm interested in a class. What next?

To **Enroll**, use **ACORN Self-Service**

Learning and Development > Request Training Enrollment
or contact your department

Training Coordinator.

For more information, contact OD at
Learning@placer.ca.gov or 530-886-4670.

Classes are held at OD Training Room 1,
11486 B Avenue in Auburn unless otherwise noted.

SPRING TRAINING SCHEDULE

January | February | March | April | May 2016

SCHEDULE AT A GLANCE



April 2016			May 2016		
4/5	1023-01	Creative Thinking Restored	5/5	0880-04	There is an "I" in Team
4/6	1024-01	LCW Workshop FLSA	5/10	0863-04	Managing Difficult Discussions
4/6	1025-01	LCW Workshop Sick & Disabled EE	5/10	0645-03	Taming the Meeting Monster
4/12	0681-05	Growing Your Professional Self	5/10	0644-03	Win-Win Thinking
4/15	0075	New Employee Orientation	5/11	1027-01	LCW Performance Evaluations
4/19	1026-01	Managing Up the Organization	5/11	0417-03	LCW Difficult Conversations
4/19	0643-06	Memory Fit	5/12	0511-02	Microsoft Work - Level 3
4/19	0850-04	Effective Delegation	5/19	1031-01	Toxic Talk: What Would You Say?
4/21	0508-05	Microsoft Word - Level 2	5/20	0075	New Employee Orientation
4/27	1032-01	Goal Setting The Art of Taking Charge	5/26	0590-14	Microsoft Excel - PivotTables
4/28	0510-21	Microsoft Excel 2010 - Level 2		Online	AFI Coaching Your Own Self
4/28	0905-02	Negotiation in Complex Environments		Online	AFI Debunking the Myths of Innovation

WILLIAM JESSUP UNIVERSITY

Learn about Bachelor Degree Completion and Graduate programs designed for working professionals.



ROCKLIN

Date: January 12, 2016, Tuesday

Time: 12:00pm - 1:00pm

Location: 1000 Sunset, Granite Room

Session: 0993-01

AUBURN

Date: January 27, 2016, Wednesday

Time: 12:00pm - 1:00pm

Location: OD Training Room 1

Session: 0993-02

RSVP

Enroll today using ACORN Self-Service

PIZZA • LUNCH • LEARN



OPEN HOUSE

Do you **FREEZE** when your boss asks you to lead a meeting?

Are you looking to **GROW** as a leader?

If you answer **YES** to one of these questions,

Join us at Toastmasters to learn how to...

- Communicate clearly with customers and each other
- Speak up with confidence
- Organize well-run meetings
- Lead teams
- Mentor others

MARCH

Placers Gold Toastmasters

Date: Tuesday, March 15, 2016

Time: 12:05 p.m. - 1:00 p.m.

Location: Auburn Justice Center
2929 Richardson Drive, Auburn

Contact: placersgold.toastmasters@gmail.com

APRIL

Voices of Lincoln Toastmasters (VOLT)

Date: Thursday, April 14, 2016

Time: 6:30 p.m. - 8:00 p.m.

Location: Willow Room, Lincoln Public Library
485 Twelve Bridges Drive, Lincoln

Contact: scnunez@gmail.com

www.toastmasters.org

JOIN US FOR AN
OPEN HOUSE
to Gain Confidence
and Find Your Voice



WHERE LEADERS
ARE MADE



Communication

COMMUNICATION

PUBLIC SPEAKING 101

Tuesday 2/09 8:30-11:30 #1014-01

Instructor: Carol Scofield Target Audience: Everyone

This 3 hour class is designed for anyone in the work environment who would like to develop their ability to communicate in a public setting; i.e., team meeting, interview, department presentation, etc. The class is relevant for growing professionally, interactive and fun. You will have an opportunity to practice your skills. The course outcomes are:

- Create a great first impression while learning how to speak in public
- Overcome nervousness, anxiety and the fear of public speaking
- Develop a dynamic and confident style
- Organize your thoughts & deliver a clear, concise, and persuasive presentation
- Understand and design the components of a professional presentation
- Practice designing and delivering an effective presentation
- Understand personal voice projection, articulation, pacing, and fluency
- Enhance personal body language, eye contact, and gesturing
- Handle questions with ease
- Sell your ideas to an individual or group

COMMUNICATION EFFECTIVENESS — 1

Tuesday 3/15 8:30-10:00 #0631-03

Instructor: Joan Zeglarski Target Audience: Everyone

In Part I, discover four styles of workplace behavior/communication and explore the strengths and limitations of your individual style. Learn how to adapt your communication to different styles.

COMMUNICATION EFFECTIVENESS — 2

Tuesday 3/15 10:30-12:00 #0632-03

Instructor: Joan Zeglarski Target Audience: Everyone

In Part II, learn about your workplace behavior/communication when you are in conflict with others. Understand how others interpret your behavior.

MANAGING UP THE ORGANIZATION

Tuesday 4/19 8:30-10:00 #1026-01

Instructor: Joan Zeglarski Target Audience: Everyone

By the end of this workshop, participants should be better able to understand what it takes to effectively influence and manage those above them in the organization to help them, their boss and the organization to be more successful.

MANAGING DIFFICULT DISCUSSIONS

Tuesday 5/10 8:30-10:00 #0863-04

Instructor: Joan Zeglarski Target Audience: Everyone

Learn a quick three-step process for success in difficult conversations, including skills for preparation, execution and follow-up.

COMMUNICATION—CONTINUED

TOXIC TALK: WHAT WOULD YOU SAY?

Thursday 5/19 8:30-12:00 #1031-01

Instructor: Tyler Wade Target Audience: Everyone

Toxic talk effects include: loss of productivity, negative work environment, undermining teamwork. There can even be a breakdown of trust within the organization. This course focuses on how to respond if you become engaged in toxic conversation and helps participants to redirect potentially hazardous communication. The class also helps participants learn to understand the different perceptions of those involved in the toxic talk and how others are affected by this behavior.



Cooperation

COOPERATION

THERE IS AN "I" IN TEAM!

Tuesday 1/05 8:30-11:00 #0880-02 RESCHEDULED

Tuesday 2/23 8:30-11:00 #0880-03

Thursday 5/05 8:30-11:00 #0880-04

Instructor: Carol Scofield Target Audience: Everyone

At birth we became a member of a "team" called family and no matter where or how we choose our journey, we continue to be a member of a team, both professionally and personally. In her presentation, Carol Scofield will identify some unique characters that traditionally show up on a team. Using facts and fun, Carol will give you tips, tools and techniques to not only thrive in a team environment but also to star as a team member. In this class, you will:

- Experience the value of team
- Learn who actually makes up a team
- Identify 10 Characteristics and behaviors of a contributing team player and how to integrate them into your daily work day
- Create a can do plan for yourself that will allow you to be the "I" in team

COACHING YOURSELF AND OTHERS

Thursday 1/21 1:00-2:30 #0800-04

Instructor: Joan Zeglarski Target Audience: Everyone

Upon completion of this session, participants will be better able to use a series of coaching strategies to help themselves and others reach their goals and increase their personal and professional productivity by:

- Learning to reframe self-talk from limiting to possible
- Setting achievable goals and expectations
- Supporting themselves and others as they follow up to ensure results

COOPERATION—CONTINUED

CONFLICT MANAGEMENT

Tuesday 3/03 8:30-11:30 #0648-04

Instructor: Carol Scofield Target Audience: Everyone

Identify your conflict management style and develop a style that works. Identify characteristics of difficult people and how to deal with them. Learn effective language for use in conflict situations to maximize your outcomes:

- Problem solve using facts rather than emotions
- Discover and practice steps for conflict resolution
- Deal with others' anger and maintain your professionalism

UNDERSTANDING EMOTIONAL INTELLIGENCE

Tuesday 3/15 1:00-2:30 #1022-01

Instructor: Joan Zeglarski Target Audience: Everyone

By the end of this course, participants will be better able to use their understanding of emotional intelligence to get the best from themselves and others and apply that knowledge to create successful interactions in the workplace.

MEMORY FIT

Tuesday 4/19 10:30-12:00 #0643-06

Instructor: Joan Zeglarski Target Audience: Everyone

This session will present an introduction to how our memory processes work...and don't work; explore several techniques to better record and recall facts, figures and people; and provide you with information about life-style choices that can help to ensure a healthy memory process.

TAMING THE MEETING MONSTER

Tuesday 5/10 10:30-12:00 #0645-03

Instructor: Joan Zeglarski Target Audience: Everyone

Tips for mitigating behaviors of meeting attendees that get in the way of achieving effective results during meetings.

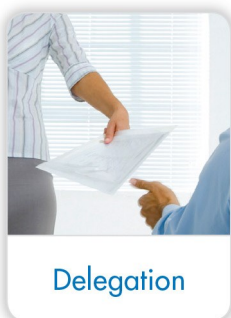
DELEGATION

EFFECTIVE DELEGATION (...NOT JUST FOR BOSSES)

Tuesday 4/19 1:00-2:30 #0850-04

Instructor: Joan Zeglarski Target Audience: Everyone

This session helps participants be more productive by giving them two different models to increase their effectiveness at delegation. Also covered in the session are ideas of what to delegate, how to do it and how to get results doing it. The concepts covered in this session are useful whether or not participants supervise others, they can be used to effectively manage up, down and across the organization.





INNOVATION

COACHING YOUR OWN SELF

Available online at your workstation through [TargetSolutions](#), [Self-Assign](#).

Instructor: Sponsored by Alliance for Innovation Webinar Target Audience: Everyone
How do you keep yourself relevant? How are you enriching your own life and others? In this webinar, Peter Burchard explores what he believes is the single most important ingredient to influence and career success - the ability to see and coach your own self in the context of your career goals, obstacles and interactions with other. The problem, Peter suggests, is that we "don't always see or accept the truth about our own self and this can become the most significant obstacle to a more meaningful future." Based on his experiences as a city manager, health care executive, coach and his training with the Gestalt Institute of Cleveland, Peter leads a lively discussion focused on being a stronger thinker, contributor and influencer. He shares insight on the following:

- How specific personal awareness leads to self-determined change and resourcefulness
- How to detect obstacles that you tolerate in your own beliefs and behaviors and are likely in the way of your career success
- A critical 3 step rule for executive communications
- How to challenge yourself and build a life-long professional development plan

DEBUNKING THE MYTHS OF INNOVATION

Available online at your workstation through [TargetSolutions](#), [Self-Assign](#).

Instructor: Sponsored by Alliance for Innovation Webinar Target Audience: Everyone
Topics included in this webinar:

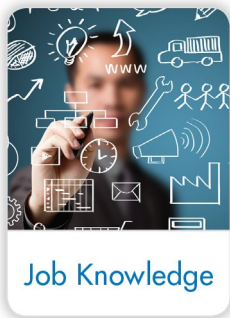
1. Techniques for innovative thinking
2. Overcoming the fear of judgment
3. Skills for developing creative confidence
4. Ideas on how you can build an innovative culture
5. Sustaining the motivation for change. [Access TargetSolutions](#)

TRANSITIONING CUSTOMER SERVICE INTO CUSTOMER SATISFACTION

Available online at your workstation through [TargetSolutions](#), [Self-Assign](#).

Instructor: Sponsored by Alliance for Innovation Webinar Target Audience: Everyone
It is quite common for a huge gap to exist between the customer's perceptions and your intentions for high quality customer service. The good news is this gap can be closed. This Webinar takes participants through the keys to understanding the difference between customer service (the input) and customer satisfaction (the output). It explores the transition from complaint-based measurement vs satisfaction-based metrics in government services. Explains how a Customer Satisfaction Index (CSI) system aligns Service and Satisfaction so that leadership, management, frontline service providers, customers, the media and taxpayers all share similar expectations for what constitutes poor, mediocre and excellent service. Learn how to embed a focus on customer satisfaction into your organization's culture and day to day mindset. [Access TargetSolutions](#)





JOB KNOWLEDGE

HIGH IMPACT INTERVIEWING

Wednesday 1/06 8:30-12:00 #0539-07

Instructor: Sally Klauss Target Audience: Everyone

Interviewing can often feel like a drain on a manager's valuable time, just another thing that gets in the way of attending to other tasks that appear more important. The truth is, recruiting and interviewing is the most critical aspects of a leader's role. This class will help you will learn how to: create an interview process to meet your specific needs; develop specific behavior based interview questions; develop interviewing techniques; save time by using specific screening techniques; successfully acclimate your new employee. For those preparing to be interviewed, this helps you prepare and gain confidence about the process.

GOAL SETTING FOR RESULTS

Wednesday 1/20 8:30-12:00 #0867-05

Instructor: Sally Klauss Target Audience: Supervisors and Managers

Goals are the foundation of leading, motivating, and effectively managing people. Experts agree that goal setting facilitates teamwork, provides a structure for employees to connect with the organization, and helps them to develop pride about their accomplishments. This interactive class will help you understand how to identify the right goals, gain employee commitment, and develop an action plan for achievement of the goals while increasing your team's engagement and productivity.

PUTTING TIME TO WORK FOR YOU - PART 1 TAMING TIME WASTERS

Thursday 1/21 8:30-10:00 #0918-02

Instructor: Joan Zeglarski Target Audience: Everyone

"I'd be able to get more accomplished, if only....." Have you ever heard yourself saying this...filling in the rest of the sentence with reasons like, "...I wasn't interrupted so much," or "...had more time to plan," "...didn't have to multitask," "... could take a break," "...didn't worry so much." Join this short session, which focuses on the most common time wasters, and explore some ways to help you turn these wasters into winning strategies for reducing your stress and accomplishing more in your life.

PUTTING TIME TO WORK FOR YOU - PART 2 PLANNING AND PRIORITIZING

Thursday 1/21 10:30-12:00 #0919-02

Instructor: Joan Zeglarski Target Audience: Everyone

Do you sometimes feel that you are a victim of the "Tyranny of Urgency"? Do you find yourself rarely getting time to work toward the really important things that you want to accomplish both in your professional and personal life? If so, this workshop will offer proven strategies to help you plan and prioritize your work and personal commitments so that you not only manage the urgent tasks, but also move forward in a systematic way to accomplish those long range goals that you feel you never have time to work on.



JOB KNOWLEDGE—CONTINUED

NEW EMPLOYEE ORIENTATION

Friday	01/22	8:30-3:30
Friday	02/19	8:30-3:30
Friday	03/18	8:30-3:30
Thursday	03/24	8:30-3:30 JUST SCHEDULED
Friday	04/15	8:30-3:30
Friday	05/20	8:30-3:30

Instructor: CEO David Boesch, Human Resources, PPEO

Target Audience: New Employees are enrolled by OD

Welcome to Placer County! As a new employee, you will be automatically enrolled in this course based on your hire date. This course will cover topics to help you effectively transition into your new role. The session includes an overview of the County organizational structure, the County goals, as well as information about the different departments, the services they provide, and all your resources to support the important work you do every day. You will participate in an individual goal setting exercise to help you see how your role connects to your department and the County's goals. Interactive learning games will keep you energized and engaged.

PUBLIC SECTOR EMPLOYEMENT LAW UPDATE

Available online 2/3-2/9 at your workstation through TargetSolutions, Self-Assign.

Instructor: Liebert Cassidy Whitmore (LCW) Webinar

Target Audience: Managers, Human Resources Managers, Agency Counsel

LCW does NOT cover Placer County specific codes and procedures.

Employment Law Changes Dramatically! The Legislature and the Courts continue to change an employer's duties to its employees. Moreover, there is an increasing focus on individual rights: discrimination, harassment, privacy, and other alleged violations of constitutional rights. Are You Prepared to Face the Important Trends that Are Emerging Now? The Legislature and the Courts continue to change an employer's duties to its employees by making new laws and interpreting old laws. This workshop is designed to help top executives, Human Resource professionals and agency counsel implement these changes and anticipate emerging new trends in labor and employment law before problems arise. This webinar will give you:

- Knowledge of current legal developments you simply must know
- Practical steps you can take to protect your agency and enhance your career
- Legal information that is easy to understand and use
- Maximum return on your time



JOB KNOWLEDGE—CONTINUED

PROJECT PLANNING BASICS

Wednesday 2/10 1:00-2:30 #0642-04

Instructor: Joan Zeglarski Target Audience: Everyone

Participants will get an overview of basic and powerful terms and concepts used in successful project planning and management. These concepts are not only applicable to project planning, but to many effective general business practices.

PUBLIC SERVICE: UNDERSTANDING THE ROLES AND RESPONSIBILITIES OF PUBLIC EMPLOYEES Webinar

Available online at your workstation 3/23-3/29 through TargetSolutions, SelfAssign.

Instructor: Liebert Cassidy Whitmore (LCW) Webinar Target Audience: Everyone
LCW does NOT cover Placer County specific codes and procedures.

This half-day workshop is designed to provide an overview of what it means to be a public employee, the important role of a public servant and how to succeed in public service. The workshop will cover the following topics:

- The difference between public vs. private sector employment
- The responsibilities and role of a public employee
- Common labor laws for public employees
- Ethical obligations of public servants
- Efficient use of public resources
- Providing customer service

CREATIVE THINKING RESTORED

Tuesday 4/05 8:30-4:00 #1023-01

Instructor: Tyler Wade Target Audience: Everyone

Increasingly, we are hearing about the importance of creative thinking in the workplace. In a recent survey of Fortune 500 CEOs, almost 60 percent of them ranked creativity higher than intelligence. However, research has shown that our creativity significantly declines from age five, and at age 40 most people have lost 98% of it. Do you want your creativity restored to solve problems and make decisions more effectively and efficiently? This is a seven hour course for anyone who wants to increase their creativity, and is designed to give you results before you leave the classroom. The individual and team activities will stimulate interest and reinforce key concepts that you can apply right away. Upon completion, participants will be better prepared to:

- Identify individual and organizational opportunities for creativity
- Overcome blocks to creativity
- Analyze situations that require creative thinking
- Be more creative in problem-solving and decision-making roles
- Implement five creative thinking tools



JOB KNOWLEDGE—CONTINUED

GROWING YOUR PROFESSIONAL SELF

Tuesday 04/12 8:30-11:00 #0681-05

Instructor: Carol Scofield Target Audience: Everyone

In this high powered, fast paced two hour session, you will explore, practice and establish good working techniques for professional success. The class will include the following:

- Development of a personal message
- Your “elevator speech” to success
- Learn the art of turning problems into possibilities
- Shift from “Can’t” to “Why Not Me!” to broaden your opportunities for professional growth
- Identify power language and practice power conversations

GOAL SETTING...THE ART OF TAKING CHARGE

Wednesday 4/27 8:30-11:00 #1032-01

Instructor: Carol Scofield Target Audience: Everyone

Are you overwhelmed, disorganized and exhausted in both your professional and personal life? Join in this fast paced, relevant, class to identify ways to:

- Identify the knowledge and skills needed to achieve your goals
- Organize your time and your resources
- Overcome barriers and limiting beliefs
- Increase your motivation to achieve
- Improve performance
- Make a plan and take action
- Celebrate success



CALIFORNIA STATE ASSOCIATION OF COUNTIES

CSAC INSTITUTE FOR
EXCELLENCE IN
COUNTY GOVERNMENT

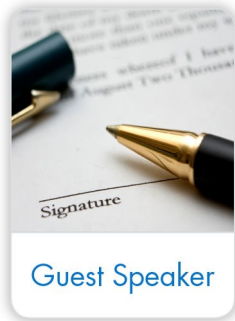
LEARN • GROW • ACHIEVE

LEARNING for county officials and staff

CSAC Institute provides professional, high quality continuing education experiences to you in a comprehensive manner.

Visit www.csacinstitute.org for class schedules

JOB KNOWLEDGE—CONTINUED



Guest Speaker

NEGOTIATION IN COMPLEX ENVIRONMENTS**Thursday 4/28 8:30-4:00 #0905-02**

Instructor: Dr. Laree Kiely

Target Audience: Anyone preparing or managing contracts

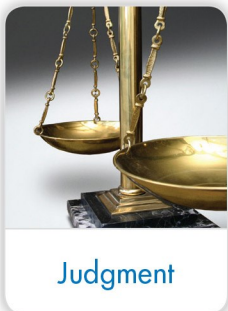
The complexities and uncertainties facing most public service agencies in the State of California have always been challenging given the multiple funding streams, the local, state, and national level mandates, not to mention the multifaceted dynamics of the people they serve. These complexities are also mirrored in the contracts which must be negotiated on behalf of the County. In this session, employees will increase their skills and abilities for preparing and managing contracts, vendors and service providers. This course covers the most current tried and tested behaviors in the field of negotiation. Learn how to achieve the most beneficial outcomes for all negotiating parties while ensuring the outcomes are in the best interest of the public and that negotiating parties' relationships remain positive.

Dr. Laree Kiely, President and CEO of KGi, has 25 years' experience consulting, facilitating, teaching, and working with organizations and associations both nationally and internationally. She specializes in leadership, organizational readiness, organizational capacity building, and effective adaptation and innovative contribution during times of transformational change.

WIN-WIN THINKING: SHIFTING INTO POSSIBILITIES**Tuesday 5/10 1:00-2:30 #0644-03**

Instructor: Joan Zeglarski Target Audience: Everyone

Develop a new outlook and create dramatic change for you, your coworkers and clients.



Judgment

JUDGMENT

INTRODUCTION TO THE BASICS OF CRITICAL THINKING SKILLS**Wednesday 2/10 8:30-10:00 #1015-01**

Instructor: Joan Zeglarski Target Audience: Everyone

This class will begin the process of helping you make better decisions by honing your reasoning skills; apply tools to discover the weaknesses in your and others' statements and raise the level of thinking and discussion in social, business, and personal settings.

CRITICAL THINKING SKILLS...FALLACIES**Wednesday 2/10 10:30-12:00 #1016-01**

Instructor: Joan Zeglarski Target Audience: Everyone

This class builds on the basics of the Introduction to the Basics of Critical Thinking Skills by exploring fallacies (arguments that tend to persuade but are basically invalid) and why we fall for them.



MANAGING PEOPLE

PERFORMANCE MANAGEMENT: EVALUATION, DOCUMENTATION AND DISCIPLINE

Wednesday 1/13 8:30-11:30 #0992-01

Instructor: Liebert Cassidy Whitmore (LCW) Webinar

Location: [Human Resources Training Room 145 Fulweiler Ave., Auburn](#)

Target Audience: Managers, Supervisors, Human Resources staff

LCW does NOT cover Placer County specific codes and procedures.

This webinar is designed to give managers and supervisors a broad overview of the techniques, skills and tools they need to effectively manage employee work performance. Learn to maximize performance management techniques with topics that include:

- Enhancing your effectiveness as a supervisor
- Setting and monitoring employee performance goals
- Using performance management techniques to build communication and trust
- Understanding the dynamics of one-on-one communications
- Using constructive feedback as a powerful management tool
- How documentation can make or break an employer's defense of discipline
- Creating useful and defensible documentation and written performance evaluations
- Eliminating unpleasant "surprises" from year-end reviews
- Effective implementation of discipline if necessary

PERFORMANCE MANAGEMENT: EVALUATION, DOCUMENTATION AND DISCIPLINE

[Available online 1/12-1/18 at your workstation through TargetSolutions, Self-Assign.](#)

Instructor: Liebert Cassidy Whitmore (LCW) Webinar

Target Audience: Managers, Supervisors, Human Resources staff

LCW does NOT cover Placer County specific codes and procedures.

This webinar is designed to give managers and supervisors a broad overview of the techniques, skills and tools they need to effectively manage employee work performance. Learn to maximize performance management techniques. This webinar is highly practical and uses case studies, group exercises and interactive discussion.

LEGAL ISSUES REGARDING HIRING

[Available online 2/24-3/2 at your workstation through TargetSolutions, Self-Assign.](#)

Instructor: Liebert Cassidy Whitmore (LCW) Webinar

Target Audience: Supervisors, Managers and Human Resources Professionals

LCW does NOT cover Placer County specific codes and procedures.

This introductory-level course is designed to present a step-by-step guide for the hiring process. The webinar will cover the following issues: Ensuring a non-discriminatory hiring process, while balancing diversity and outreach goals; updating job descriptions and minimum qualifications; understanding the limitations on background checks, including criminal history and credit reports; using social media and the Internet in the reference check process; reviewing applications and interviewing candidates.





MANAGING PEOPLE—CONTINUED

SUPERVISION AND LEADERSHIP TRAINING SERIES (SLT)

Instructor: Human Resources staff Target Audience: Supervisors and Managers

This training is specifically designed to help drive the County's initiative for Employee Engagement, Training, and Performance Management. This series will require approval by the attendee's department with the submittal of a series application.

Applications located at [MyPlacer > Learning Zone > Organizational Development Learning Resources > Supervisors Toolbox](#)

Understanding the Role of the Supervisor

Wednesday 2/24 8:30-3:00 #0593-11 SESSION FULL

Effective Delegation & Employee Engagement

Wednesday 3/02 8:30-3:00 #0594-11 SESSION FULL

Performance Management

Wednesday 3/09 8:30-3:00 #0595-11 SESSION FULL

Writing and Delivering Performance Reviews

Wednesday 3/16 8:30-3:00 #0596-11 SESSION FULL

Performance Tool Kit

Wednesday 3/30 8:30-3:00 #0597-11 SESSION FULL

FLSA: NEW DEVELOPMENTS AND HOT TOPICS

Wednesday 4/06 9:00-12:00 #1024-01

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Location: [El Dorado Irrigation District, 2890 Mosquito Rd, Placerville CA](#)

Target Audience: Agency Counsel, Human Resources staff, Risk Management staff

LCW does NOT cover Placer County specific codes and procedures.

This workshop focuses on two ways to stay current on Fair Labor Standards Act (FLSA) issues: (1) how the most recent wage and hour decisions impact an agency's compensation of overtime-eligible and overtime-exempt employees and (2) practical advice for avoiding the FLSA danger zones.

SICK AND DISABLED EMPLOYEES

Wednesday 4/06 1:00-4:00 #1025-01

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Location: [El Dorado Irrigation District, 2890 Mosquito Rd, Placerville CA](#)

Target Audience: Supervisors, Managers, and Human Resources staff

LCW does NOT cover Placer County specific codes and procedures.

This hands-on workshop presents a series of real life case studies involving employees with both industrial and non-industrial illnesses and/or injuries. It addresses frequent challenges stemming from overlapping laws, including the Americans with Disabilities Act, the Fair Employment and Housing Act, the state and federal family and medical leave acts, Family Sick Leave, and others, including MOU provisions and the Worker's Compensation Act.



MANAGING PEOPLE—CONTINUED

THE ART OF WRITING THE PERFORMANCE EVALUATION

Wednesday 5/11 9:00-12:00 #1027-01

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Location: [Roseville, CA](#)

Target Audience: Supervisors and Managers

LCW does NOT cover Placer County specific codes and procedures.

Supervisors sometimes fall into the trap of viewing evaluations as just another record-keeping requirement, without appreciating the importance of evaluations and how evaluations impact the organization. Well-written performance evaluations encourage improvement, support discipline/termination, defend against litigation and help set a culture of fairness and openness in how performance issues are addressed. This workshop provides concrete examples and tips on how you can write an effective and meaningful performance evaluation.

DIFFICULT CONVERSATIONS

Wednesday 5/11 1:00-4:00 #0417-03

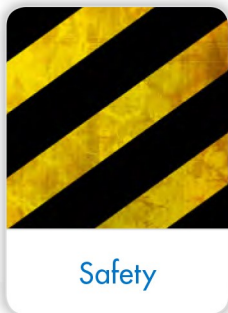
Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Location: [Roseville, CA](#)

Target Audience: Supervisors and Managers

LCW does NOT cover Placer County specific codes and procedures.

Interpersonal problems are a fact of life. Wherever you interact with people, it is likely that you will have problems from time to time. Our natural instinct may be to avoid these conversations for as long as possible, but when you are a supervisor or manager, that is not always possible or advisable. This workshop takes the participant through the steps of successful conversations be it: personality conflicts between coworkers, body odor or emotional outbursts.



SAFETY

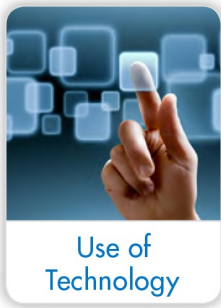
ADULT CPR & FIRST AID

Wednesday 3/09 8:30-4:00 #0169-35

Instructor: Midge Golizio Target Audience: Everyone

Location: [Professional Educational Program 1990 Heritage Oaks Place, Suite 6, Auburn](#)

This is a comprehensive training program in emergency first aid care for non-health care related staff. When a emergency occurs, you may panic and be unsure of what to do until professional help arrives. Topics include: adult CPR, choke rescue, control bleeding, shock care, medical emergencies (heart problems, stroke, asthma, allergic reaction, poisoning, diabetes, seizures), injury assessment and care. In addition, training includes the use of an Automated External defibrillator (AED). Course meets Federal and State OSHA regulatory requirements for training employees in Adult CPR/AED and First Aid. Upon successful completion of the course a certificate of completion will be awarded for two years.



USE OF TECHNOLOGY—CONTINUED

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

EXCEL 2010 LEVEL 2

Thursday 1/21 8:30-4:00 #0510-20

Thursday 4/28 8:30-4:00 #0510-21

Instructor: ISInc. Staff Target Audience: Experienced Excel Users

After completing this course, students will know how to:

- Use advanced formulas
- Organize worksheet and table data using various techniques
- Create and modify charts
- Analyze data using PivotTables, Slicers, and Pivot Charts
- Insert and modify graphic objects in a worksheet
- Customize and enhance workbooks

OUTLOOK 2010 LEVEL 2

Thursday 1/28 8:30-4:00 #0580-04

Instructor: ISInc. Staff Target Audience: Outlook Users

This course is designed for experienced Outlook users who need to customize their Outlook environment, calendar, and email messages and who wish to track, share, assign, and locate various Outlook items. At course completion, students will know how to:

- Customize message settings
- Organize and locate Outlook messages
- Set calendar options
- Track activities using the Journal
- Assign and track tasks
- Share folder information
- Customize the Outlook environment

POWERPOINT 2010 LEVEL 1

Thursday 2/18 8:30-4:00 #0571-05

Instructor: ISInc. Staff Target Audience: Beginning PowerPoint Users

This course is designed for persons who are interested in learning the fundamentals needed to create and modify basic presentations by using Microsoft Office PowerPoint 2010. After completing this course students will know how to:

- Create a presentation
- Format text on slides
- Add graphical objects to a presentation, modify graphical objects on slides
- Work within tables in a presentation
- Import charts to a presentation
- Prepare to deliver a presentation



USE OF TECHNOLOGY—CONTINUED

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

EXCEL 2010-PIVOT TABLES

Thursday 2/25 8:30-12:00 #0590-13

Thursday 5/26 8:30-12:00 #0590-14

Instructor: ISInc. Staff Target Audience: Experienced Excel Users

Students will create and analyze PivotTable data.

- Build a PivotTable
- Analyze data using PivotTables
- Present PivotTable data visually

POWERPOINT 2010—LEVEL 2

Thursday 3/10 8:30-4:00 #0975-02

Instructor: ISInc. Staff Target Audience: Experienced PowerPoint Users

Enhance your presentation by using features that will transform it into a powerful means of communication. Upon successful completion of this course, students will be able to:

- Customize the PowerPoint environment
- Customize a design template
- Add SmartArt graphics to a presentation
- Customize a slide show
- Collaborate on a presentation
- Secure and distribute a presentation

EXCEL 2010—LEVEL 1

Thursday 3/24 8:30-4:00 #0509-14

Tuesday 4/26 8:30-4:00 #0509-15

Instructor: ISInc. Staff Target Audience: Beginning Excel Users

This course is designed for students who desire to gain the necessary skills to create, edit, format, and print basic Microsoft Office Excel 2010 Worksheets. Upon successful completion of this course, students will be able to:

- Create a basic worksheet
- Perform calculations in an Excel worksheet
- Modify an excel worksheet
- Format a worksheet



USE OF TECHNOLOGY—CONTINUED

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

WORD 2010—LEVEL 2

Thursday 4/21 8:30-4:00 #0508-05

Instructor: ISInc. Staff Target Audience: Experienced Word Users

This course is designed for persons who are able to create and modify standard business documents in Microsoft Word, but need to know how to create or modify complex business documents. After completing this course students will know how to:

- Manage lists
- Customize tables and charts
- Format a document using styles and themes
- Create customized graphic elements
- Insert content using Quick Parts
- Use templates to automate document creation
- Use the mail merge function
- Use macros to automate common tasks

WORD 2010—LEVEL 3

Thursday 5/12 8:30-4:00 #0511-02

Instructor: ISInc. Staff Target Audience: Experienced Word Users

This course is designed for persons who want to gain skills necessary to manage lengthy documents, collaborate with others, and secure documents. You will create, manage, revise, and distribute documents. After completing this course, students will be able to:

- Use Word with other programs
- Collaborate on documents
- Manage document versions
- Add reference marks and notes
- Simplify the use of long documents
- Secure a document
- Create forms



Did you know?

Placer County has a Tuition Reimbursement program for employees!
Find out more by visiting [MyPlacer](#).

[Learning Zone](#) > [OD Learning Resources](#) > [Career Development](#) > [Tuition Reimbursement](#)



USE OF TECHNOLOGY—CONTINUED

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

TARGETSOLUTIONS ONLINE COURSES

Can't make it to one of the instructor led computer courses? Try Online.

TargetSolutions has added 100 new professional development courses to help employees perform more efficiently and effectively in the workplace. These courses educate employees on computer skills, communication, customer service, time management, leadership, writing and much more. Courses are self-paced and located on the TargetSolutions home page under "Self-Assign" training, use the search word "SMART."

SMART OFFICE

Effectively operating Microsoft Office programs (i.e. Word, Excel, PowerPoint, and Outlook) is important in a professional work environment. These courses educate employees on various programs and provide lessons on how to implement new skills. Courses are self-paced and located on the TargetSolutions home page under "Self-Assign" training, search word "SMART."

Courses available online at your workstation through TargetSolutions, Self-Assign.

[Access TargetSolutions](#)

SMART OFFICE | EXCEL

Excel Essential Training I

Excel Essential Training II

SMART OFFICE | OUTLOOK

Outlook 2010 Essential Training

Outlook 2010 Essential Training II

SMART OFFICE | POWERPOINT

PowerPoint 2010 Essential Training

PowerPoint 2010 Essential Training II

SMART OFFICE | WORD

Word 2010 Essential Training

Word 2010 Essential Training II



TARGETSOLUTIONS

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Read More >>



WRITING

EDITING BUSINESS DOCUMENTS

Thursday 3/31 8:30-4:30 #1028-01

Instructor: Allison Horak Target Audience: Everyone

After writing comes the important task of editing. The foundation of this course is equipping ourselves to edit our own work, as well as the writing of others. Participants will learn how to approach their own documents with "fresh eyes" and overcome the temptation to tinker with (as opposed to edit) another person's document. Course objectives include:

- Recognize bad writing / lack of editing
- Understand and employ the tenet of plain language
- Use basic editorial marks
- Organize documents using a logical flow
- Edit for clarity and meaning
- Eliminate emotional language and add objective phrasing
- Learn how to give feedback in a constructive way
- Employ track changes as an editing mechanism



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SMART BUSINESS WRITING

In today's business world, e-mails, proposals, and reports are important forms of business communication. These interactive online courses educate employees on communication best practices in a professional setting.

Courses available online at your workstation through TargetSolutions, Self-Assign.

[Access TargetSolutions](#)

- 4 Stages to Writing Your Best
- Email Do's and Don'ts
- How to Write Powerful & Persuasive Emails
- Short, Sweet and To-The-Point Reports
- Tackling the Technical Proposal
- Writing Effective Emails